

REMARKS

Claims 1 and 3-12 are currently pending. Claims 1 and 10-12 have been amended. Support for the claim amendments can be located, for example, on page 22, line 13 to page 23, line 26 of the specification.

On page 5 of the Office Action, the Examiner alleged that the title of the present invention is not descriptive. The Examiner suggested that the title be amended to recite, "Method for Managing Operations For A Collection of Networked Customer Service Devices." Applicants have amended the title accordingly. Withdrawal of the rejection is respectfully requested.

On page 5 of the Office Action, claims 1 and 3-12 were rejected under 35 U.S.C. § 102(b) as being anticipated by U.S. Pat. No. 5,984,178 (Gill).

Gill is directed to an event management system including at least one computer. The computer is connected with a data store which includes information representative of banking machines in a network, status messages created by the banking machines, and actions to be taken in certain situations. According to Gill, the computer can operate a servicer interface device to dispatch a message to a servicer to notify the servicer of a condition. See Gill, column 4, line 66 – column 5, line 25.

The present invention is directed to an automated management system for collectively managing management information about a plurality of customer service devices, and managing operations of the plurality of customer service devices based on the management information. In at least one embodiment of the invention, the managing information is contract management information, for example, content of outsourcing contract information between the financial institution and a management company and/or content of a contract between the financial institution and a maintenance company. The information can also be registered with the system. The system can specify action to be taken in a particular situation according to the registered contract information.

In the present invention, a gateway apparatus confirms coordination of an event, a device number, and a management pattern, based on an individual condition and an instruction condition. The coordination with the event management is confirmed in accordance with conditions such as an event code recorded in the event management. If the event, the device number, or the management pattern does not match the event management, or if there is no coordination between them, the gateway apparatus 12 checks whether there is inconsistency in

an event order. See Specification of the Present Invention, page 23, lines 15-26.

Applicants respectfully submit that independent claims 1, 10, 11, and 12 are patentable over Gill, as Gill fails to disclose, "checking and detecting inconsistency if an event corresponding to the condition of said each customer service device does not match registered event management information," as recited in claim 1, for example, of the present invention.

Although Gill discloses an event management system, the event management system in Gill simply receives messages and places them in a uniform standard message format for further processing by the system and does not check and detect inconsistency, as in the present invention.

Therefore, independent claims 1, 10, 11, and 12 are patentable over Gill. As dependent claims 3-9 depend from independent claim 1, the dependent claims are patentable over the references for at least the reasons presented for the independent claims.

There being no further outstanding objections or rejections, it is submitted that the application is in condition for allowance. An early action to that effect is courteously solicited.

Finally, if there are any formal matters remaining after this response, the Examiner is requested to telephone the undersigned to attend to these matters.

If there are any additional fees associated with filing of this Amendment, please charge the same to our Deposit Account No. 19-3935.

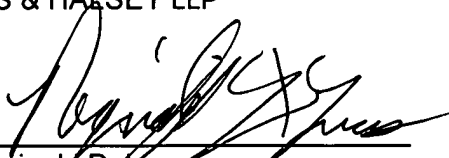
Respectfully submitted,

STAAS & HALSEY LLP

Date:

2/6/06

By:


Reginald D. Lucas
Registration No. 46,883

1201 New York Avenue, NW, Suite 700
Washington, D.C. 20005
Telephone: (202) 434-1500
Facsimile: (202) 434-1501